COURTSIDE USER GUIDE
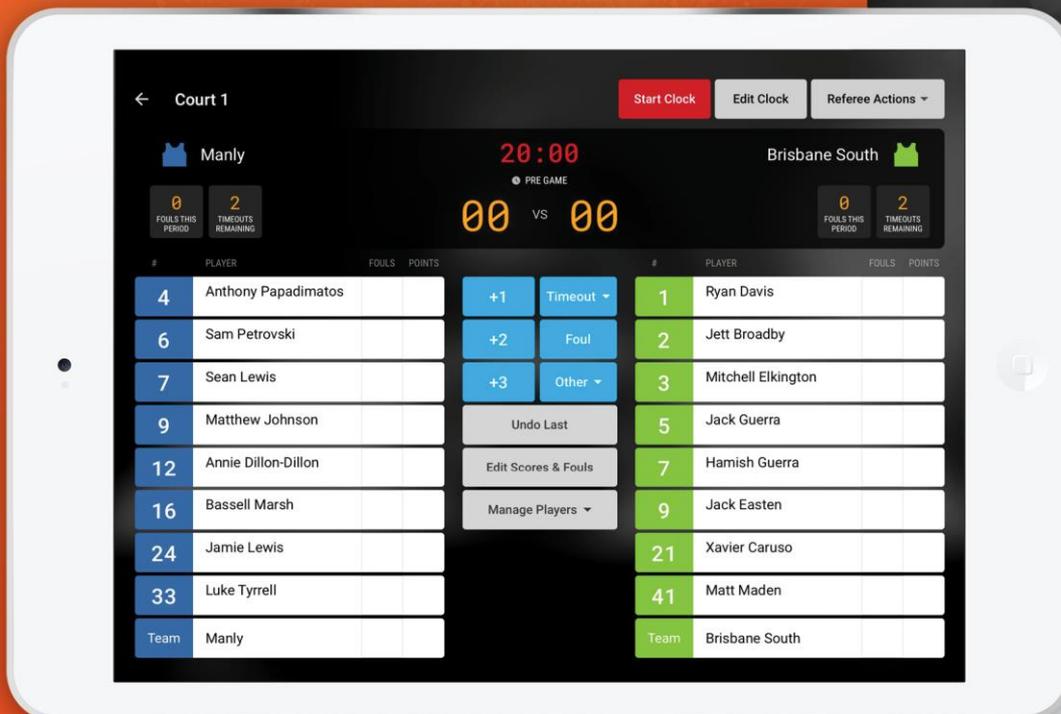
Administrators

A step by step instruction guide for using the Courtside scoring application

Contents

This Courtside User Guide for Administrators contains Hyperlinks and is best read electronically.

Thank you to administrators across the 'The Basketball Network' who contributed to the development of Courtside

- **Donna Dunmore of Ararat Basketball Association**
- **Daniel Wilcox and Shannon Zuccala from Basketball ACT**
- **Aislinn Albury and Competitions Team Basketball NSW**
- **David Munns from Basketball Tasmania**
- **Trevor Lidstone from Brisbane Basketball Association**
- **Gina Dawson from Busselton Basketball Association**
- **Ashley Szalek and Ian Jenkins from Casey Basketball Association**
- **Kevin Ng from Hawthorn Basketball Association**
- **Graeme Borrie from Irymple Basketball Association**
- **Dean Andrews from Knox Basketball Association**
- **Ish Cook from Launceston Basketball Association**
- **Lloyd Isaacson from Mount Isa Basketball Association**
- **Cathie Roberts from Northside Wizard Basketball Association**
- **Dean Babb from Nunawading Basketball**
- **Daniel Hughes from Pasadena Sports Centre & Southern Districts Basketball Association**
- **Greg Miller from Penguin Basketball Association**
- **Elyse Hicks from South Australia Country Basketball**
- **Matt Atkins from Salvation Army Basketball Association Victoria**
- **Southern Basketball Association**
- **Monique Stevens and Erin Pearce from Sunbury Basketball Association**
- **Bryce Brand from Warragul Basketball Association**
- **Olivia Raison and Maria McAdam from Willetton Basketball Association**

Introducing Courtside

What is Courtside?
- Courtside is Australian basketball's next generation electronic scoring application powered by SportsTG.
- It's one of many products available to affiliated basketball associations within the Basketball Network, Basketball Australia's whole-of-sport technology solution.
- Courtside seamlessly integrates with other SportsTG products including Membership, Competitions, Reports and Websites.
- Like a scoresheet, it records results and player stats of each game.
- All you need is a stable internet connection to download games, you can then remain offline during the game. However, the application is optimised for a live internet connection.
- Works only on tablet devices, both iOS and Android operating systems.
- Easy to learn for referees, parents and volunteers – even easier than a scoresheet!

Why would an Association use Courtside?
- Easy for everyone to use, and encourages volunteers and parents to get involved.
- Saves time! (for every 100 games, it saves 10 hours of manually entering results.)
- Removes processing errors.
- Keeps an accurate record of each game.

How does Courtside differ from Stadium Scoring?
- You can start a game within 30 seconds on Courtside.
- Courtside is stable and easily accessible.
- Courtside is powerful enough to use a Wi-Fi connection to send data.
- There is an indication that the game has synced to your database or not on the Courtside device.
- The display has been updated, with a clear difference between playing number and player points.
- Adding a player at or within a game is easier in Courtside
- Change a player number (#) is now permanently set to occur (Y) in Courtside.
- There is a unique 'Referee Code' for each referee in Courtside to know who is refereeing what game.

Services Provided
Basketball Australia along SportsTG will ensure that:

- Your Association database is configured for Courtside.
- You are provided a link to download Courtside from the Apple or Google Play Store.
- You are given access to test database for demonstration and training purposes.
- You are provided with resources for you, and your association's participants.

Getting Started with Courtside Checklist

Please note that some of the referenced articles are in the process of being updated and still refer to Stadium Scoring. Within these articles the term Stadium Scoring and Courtside are interchangeable and the same process should still be followed.

☐ Register to attend the next Courtside Webinar conducted by Basketball Australia. To register email liam.bednarski@basketball.net.au

☐ Review the minimum system requirements for Courtside. We strongly recommend that devices are 4G ready.

☐ Configure your competitions for Courtside.

☐ Locate your Setup Key and Report on Venue IDs

☐ Ensure each Referee is registered into your database as a match official in the current system. It is recommended that referees self-register via the national registration form or alternatively you can manually adjust each of their records if they are an existing member. See Referee Code Management for more information.

☐ Ensure your team lists are accurate with at least 90% of players listed with their singlet number. Ensuring participants are registered well before their first game is critical to a smooth implementation.

☐ Communicate with participants that 'Courtside is Coming' utilising the Basketball Australia promotional video.

☐ Conduct hands-on training for participants so that they are confident and familiar with Courtside.

☐ Share Courtside resources with participants. The video user guide can be found here. The promotional video can be found here. Add a link to these videos on your Association's website and social media pages. Print the Courtside Quick Reference Guide to be displayed on your score table and add a link on your website.

TIP: Associations should always ensure games have downloaded to the device well in advance of the game start time, allowing enough time for troubleshooting if required.

Engaging your Members

Courtside at first glance can be overwhelming for users, especially if users are exposed to the solution for the first-time, moments before they are required to score without any support. However, associations who have engaged users, communicated in advance and supported rollout with training and on-hand experts, the process has been extremely positive. Each Association should tailor an engagement strategy based on their individual needs, however below is several suggestions based on other association's experiences.

☐ Promote early registration well before the first game, ensuring players details are available on the device at their first game.

☐ Having a Courtside tablet available for people to look at and touch before and during the early weeks of rollout.

☐ Conduct several training sessions to ensure participants and referees are confident and familiar with Courtside.

☐ Share the Courtside Videos via your website and social media.

☐ Promote the benefits of Courtside, especially the improved data available on player profiles.

☐ Ensure all officials and staff are well trained in the system use. Providing prepared responses to FAQ's may also help. There is a direct correlation between referees advocating the solution and a positive rollout.

Case Study: Change is coming for Basketball Tasmania.

Basketball Tasmania has embraced the electronic scoring and have been integral testers of Courtside. Much of their success in participant acceptance can be attributed to their tried and tested communication process. Basketball Tasmania's Education and Operations Manager, David Munns leads this process with a three-phase approach: Introduction, Awareness and Second Sellers.

Introduction

Initially associations will post a simple graphic via social media, usually their logo with the text overlay 'change is coming'.

Awareness

In the second 'awareness' phase associations will promote attendance to and conduct training sessions. These sessions allow participants to familiarise themselves with the app, but also understand the benefits or Courtside.

Second Sellers

Finally, Associations utilised their website and social media to deliver the following messages;

- Participants must self-register before their first game.
- Thank you for registering on time and embracing Courtside – it has been a huge success.
- From Courtside, you can now see detailed game results and player statistics.
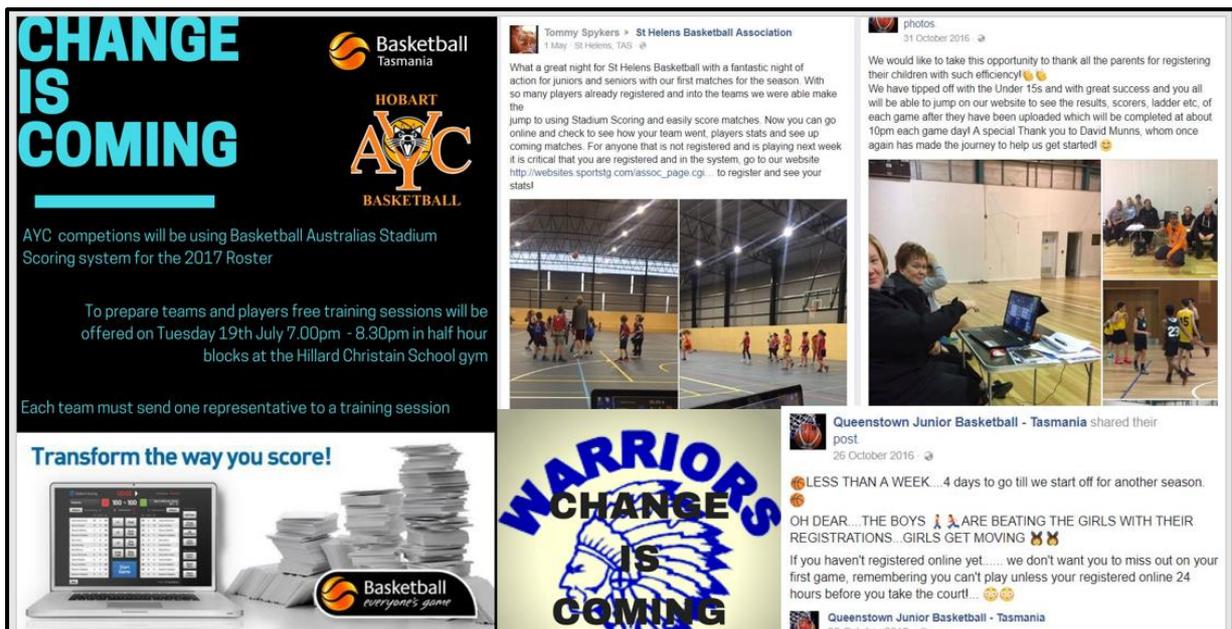
Data Output

Courtside provides you and your participants with exciting statistics, including;

- Points and fouls – players are able to see their own player profile pages, as well as league leaders, milestones, etc.
- Games played – this will track player eligibility for finals, as well as over time display a rich history of player participation.

The majority of this information is auto generating and displayed on your associations website, there is no limit to how you promote your league using this content.

Here is what each of your team pages could look like with Courtside Statistics.

Here is what an individual's player pages could look like with Courtside Statistics.

Here is what league leaders could look like with Courtside Statistics.

Here is an example of how you can direct participants to work out if they have qualified for finals.

TIP: We recommend uploading team logos (or a block of colour representing the teams uniform) and player head shots.

Quality Control

Data output is only as good as data input and we recommend ensuring the following quality control measures are implemented.

Players added to Courtside will automatically be added to your association/leagues database, and the team list updated.

To view a list of these players, run *Players added Courtside* Report [see Courtside Reports]. Included in this article is a useful guide to managing your participants and in particular registrations. This report is time sensitive and should be printed/emailed for your records after each day of play.

Test Database

For testing and demonstration purposes only, you can use the following;

- Enter Venue Online ID - 38287
- Setup Key – 230788
- Umpire Code - 681BJ8

Preparing your Device for Courtside.

It is recommended to adjust some settings on your device to optimise the performance of Courtside, such as:

- Turn off **auto filling of forms**.
- Schedule **software updates** outside of game times.
- Disable **lock screen** or ensure the passcode is easily accessible for scorers.
- Lock device to a single app (see **screen pinning** or guided access mode).

As the process of varying these settings differs by device manufacturer, you will need to research (i.e. Google) how to adjust on your particular device. Use the highlighted search term and your device information to locate suitable information.

Install Courtside on Devices.

Download Courtside from Google Play or App Store

You will need an active Apple ID and/or Google Play account to download the application.

TIP: We recommend that you create an Apple ID and/or Google Play Account separate from your personal account. As you are aware you will need to login to the device with the account details. Utilising your own personal account could exposure your personal information to those people scoring on the device.

Google Play
To download the application from Google Play select this link on the device or search 'Courtside' in Google Play https://play.google.com/store/apps/details?id=com.courtside&hl=en

Apple iTunes Store
To download the application from Apple iTunes select this link on the device or search 'Courtside' in iTunes https://itunes.apple.com/au/app/courtside-by-sportstg/id1198044571?ls=1&mt=8

Launch Courtside
1. To launch Courtside select the Courtside App.

Enter Court ID and Setup ID.

This screen will automatically open when launching Courtside for the first time.

1. Enter your Court ID (previously known as Venue ID) and Setup ID (previously known as Setup Key)
   For information on locating your association's unique Court ID click here
   For information on locating your association's unique Setup ID click here
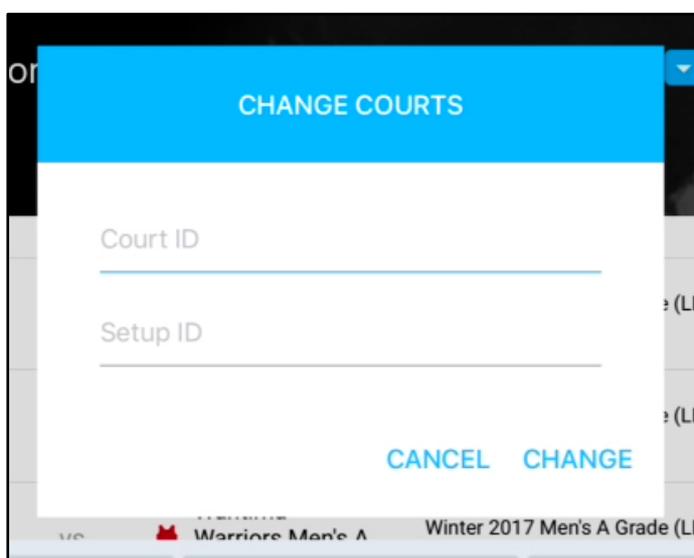
2. To return to this screen select the Court Name

External Venue IDs

If a court is being used by multiple associations/databases, Courtside has the capacity to display games from multiple leagues on the one device. For this to occur, the primary associations court IDs are utilised in subsequent league/database venue setup. This configuration must be completed by Basketball Australia.

To set up submit a request via support http://support.sportstg.com/help/contact-us listing the relevant association databases and courts. Associations often use this feature when utilising venues for Tournaments.

Download Games

Games will automatically download once the Court ID and Setup ID are entered. However, there is a manual trigger to sync games as well.

1. To manually sync games, select **Sync Games**.

TIP: The last synched information is located directly above this button; this information reflects when the last synch started not finished. If this time and date is recent, but no information is displaying then it could be that the sync is in progress – look for the message at the bottom of the screen 'Please wait. Downloading Games'.


The current day's games will download to the device by default, however you can download up to four days in advance. To do this:

1. Select the Date

2. Select the number of days in advance you would like to download to the device.
3. Select **Download**
4. Select **OK**

NOTE: that whilst seven days is an option – currently the device only allows for a maximum of four days. It will not currently allow you to load the court if you have no games within the next four days
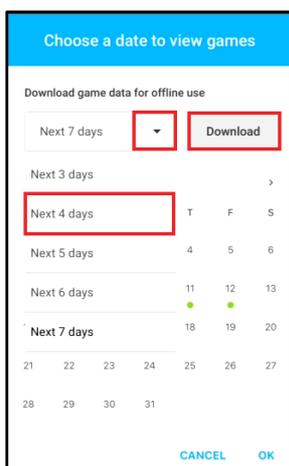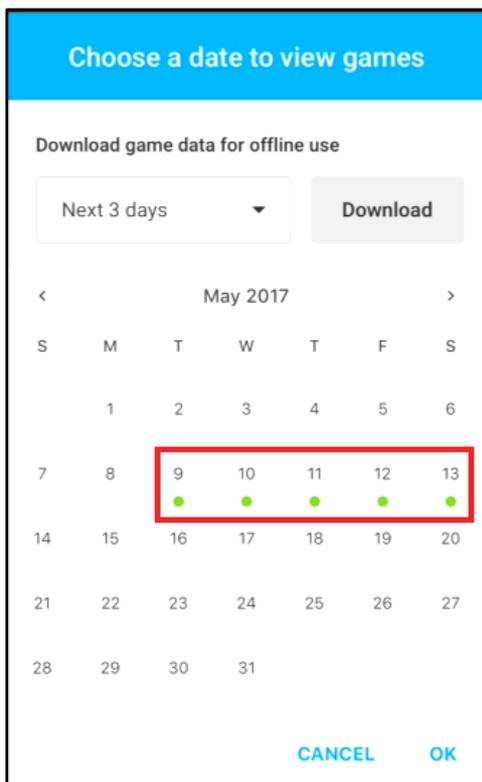
Navigating to Previous or Future Game Days.

The device will store up to 10 days of historical data and you have the option to download up to four days in advance. It is recommended to always ensure that your games have been successfully download well before the start of matches. To do this;

1. Select the Date

2. Select the previous or future date from the date picker from the dates with a green dot.
3. Select **OK**
4. Select **Sync Games**

5. The games will be available. If they do not appear instantly press the date picker and select the download button to view previous or future game days.

Referee Code Management

Each game in Courtside must be finalised by a referee. Each referee has a unique code which acts as the electronic signature. To generate a code the referee must be registered to your **association** as an active **match official** within your **current season (example Summer 2017)**

Registering Referees into your Association Database.

Configure the National Participant Registration Form to accept Member Type 'Match Official'

1. Login to passport.sportstg.com (you must be logged in as a League/Association)
2. Navigate to Registration Forms [Registrations > Registration Form]
3. Edit 'BA National Participant Registration Form 1 (#54509)'

4. Under "Allow Member to Register" tick **Match Official** [Settings Tab]
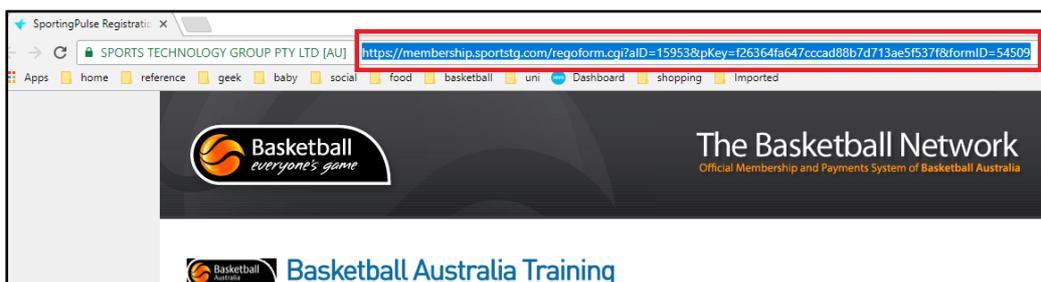5. Select **Save**
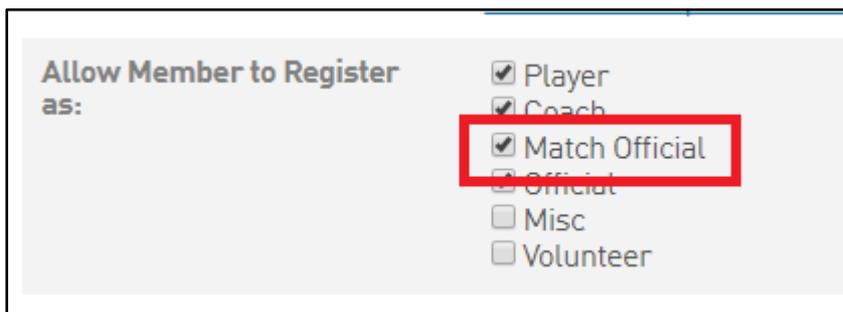
Share Registration Form with Referees.

1. Return to Registration Forms [Registrations > Registration Form]
2. View 'BA National Participant Registration Form 1 (#54509)'

3. The registration form will open in a new tab. Select the URL and copy. You can then paste this link into an email or social media post to share with your referees.

Updating an Existing Member to be Active in Season as a Match Official.

Alternatively, if your association referees are existing participants within your database you can manually update their records to ensure that are an active match official in the current season.

1. Login to passport.sportstg.com (you must be logged in as a League/Association)
2. Search for each referee
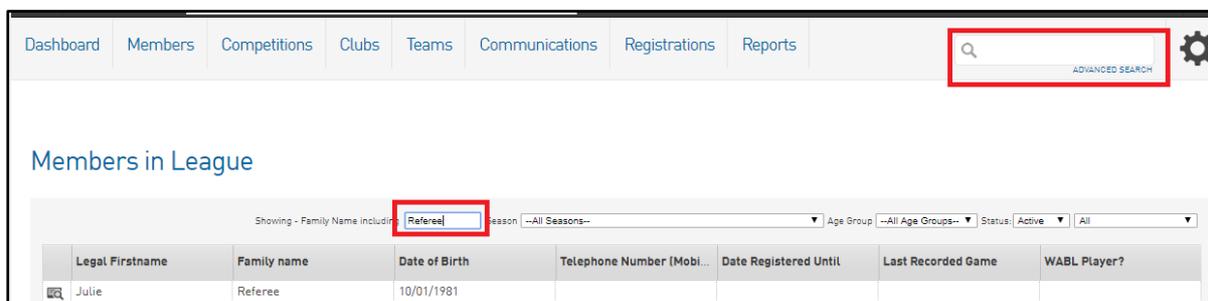
3. Select the member (magnifying glass)
4. Select **Member History**, then **Seasons**
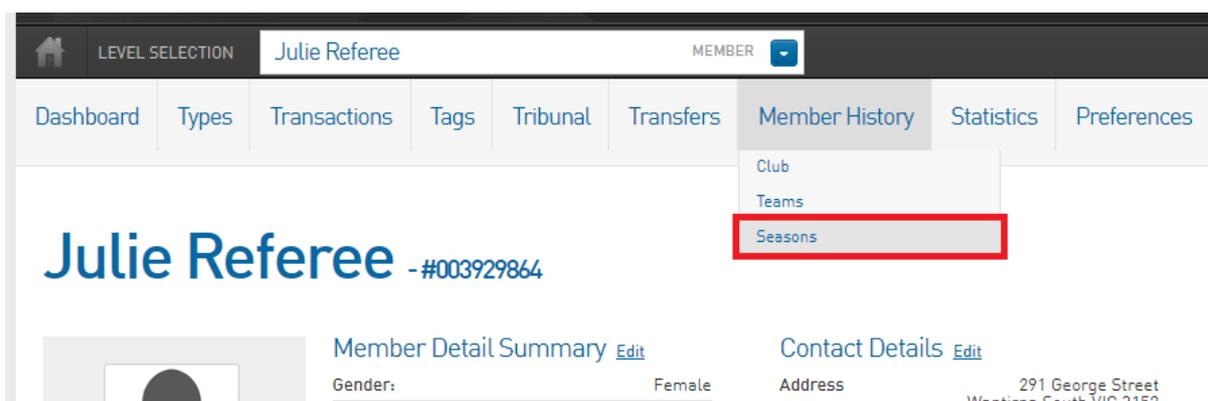
5. Edit the current League Season record (if available), or click Add Season Record to create a new one
6. Ensure Match Official in Current Season or Match Official in League is selected.
7. Select Update Season Summary

TIP: Ensure the referee is added as a match official at the association for the current season, not only at club level. ***Example:*** *Julie Referee was added to 'TBC Basketball Association' for the current season as well as 'TBC Referees Club.*
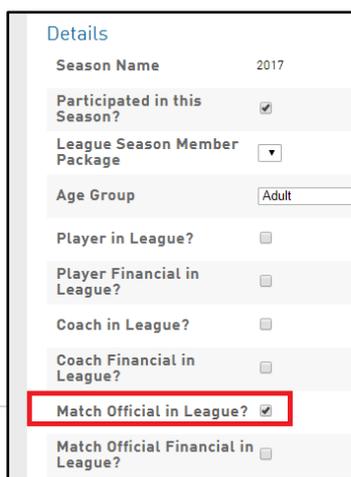
Retrieving Referee Codes for Courtside

Once your referees have registered as a match official in the current season you will be able to report on their referee codes. To setup your Referees with their Courtside codes you need to ensure that your referee (match official) registration forms are configured correctly and that all of your referees have a current match official record within the current competition season for your association.

1. Login to passport.sportstg.com
2. Click on Reports
3. Select Member > Advanced Member > Configure
4. Select the following fields:
   o Personal Details > Family Name
   o Personal Details > First Name
   o Other Fields > Umpire Password (is located near the bottom). Apply the filter "Is Not Blank".
5. Click Run Report

The umpire passwords for Courtside will now display.

TIP: It can be difficult for Referees to recall their unique code. Have Referee Supervisors keep this list handy, but ensure the codes are not readily available for anyone to view. Like signing a scoresheet, it is important to keep an accurate record of who officiated the game. Referee Codes are case sensitive.

Courtside Reports

Injuries and incident recorded in Courtside

1. Select Reports
2. Select Competitions
3. Select Match Summaries > Run
4. Complete the Date Range Fields
5. Select Run Report

Match Summaries

Displays match reports for a given date range

Run

Players added via Courtside.

1. Select Reports
2. Select Members
3. Select Players Added Courtside in past 7 days > Run

Players Added Courtside in past 7 days

Players Added Courtside in past 7 days

Run

Results not returned from Courtside in past 7 days.

1. Select Reports
2. Select Competitions
3. Select No Results Entered for last 7 Days > Run

No Results Entered for last 7 Days

Displays the matches in the last 7 days for which no results have been entered

Run

Troubleshooting

What happens if no games appear in Courtside?
The following steps should be followed, only proceed to the next step if the preceding does not result in games being downloaded.

1. Check the internet connection, whilst you may have a connection it may not be strong enough to download games. If a suitable internet connection is found, 'Online' will be visible.
2. Check the Courtside device is displaying the correct date.
3. Ensure the games have been [configured](#) in Competitions to use Courtside.
4. Re-enter Court ID and Setup ID (ensure you haven't entered them around the wrong way).
5. Select Sync Games.
6. Uninstall app and reinstall.

TIP: Remember that you will not be able to load your associations courts (Court ID and Setup ID) unless there is a match scheduled within four days. It will return an error if there are more than four days between games.

If the tablet or app 'crash' mid game, what happens to the game data?
Do not despair – simply restart the device and the app will have saved the scores up until where it crashed.

What should I do if my game will not upload at the conclusion of the evening?

We recommend taking a screenshots of the game scores and individual player scores to keep as a record on your local device if you are experiencing any issues with your local internet at the conclusion of a game day.

Courtside Integration with FSP Manager.

Users of Stadium Scoring will notice several new features in Courtside, however it was identified during the testing phase of Courtside that some features do not perform optimally in the current environment. These features include:

- Time taken to 'add an existing player' (player look up functionality).
- Time taken to download games to the device.
- Coach and Referee game information not returning to FSP Manager.

These features have been built with future capability in mind, and as changes to the competition and membership management system are released, these elements will perform as expected.

FAQs

Does Courtside integrate with FIBA Organizer?
No, Courtside only integrates with FSP Manager.

Will Courtside still integrate with Scoreboard?
Stadium Scoring will continue to be offered post-release of Courtside until an agreed time. You can even change over court by court, that is Court 1 may utilise Courtside, whilst Court 2 may utilise Stadium Scoring. Whilst the scoreboard integration will continue to be an unsupported solution it is anticipated that it would work with Courtside as it does with Stadium Scoring. However, this will be up to the provider to test on release.

Is the change to player singlet number with Courtside permanent?
No, the player singlet number change is not permanent, all permanent changes will need to be made within your SportsTG database.

Does the system Live Score?
No, this requires changes to the competition platform.

When will a solution exist for a laptop?
STG to advise.

Where do we find Referee Codes?
The same solution as Stadium Scoring - however there will no longer be a generic referee code and individual codes should be used. This is important as the association needs an accurate reflection of who officiated the game. See Referee Code Management for more information.

Does Courtside have the capacity to pull games from multiple leagues?
Yes, Courtside has the same capacity. See External Venue IDs for more information. Note - whilst a referee has only one code across basketball they will need to be registered in both leagues in the current season as a match official to utilise their codes across leagues.

Does Courtside display games from FIBA Organizer?
No – Courtside will only integrate with FSP Manager and in the future TG Platform.

What is the maximum number of players that can appear on the team list to be selected in games?
There is no maximum (within reason) to the number of players appearing on the team list (although there is a minimum of three players).

What features will be considered for Version 2 that are not currently available?
Our focus for version 2 is on Integration with enhancements in the competition module, Live Scoring and Scoreboard Integration.

What is the size of a normal game file?
A standard pre game file is 3 - 5 kb and a standard completed game file is 6 - 10 kb.

**How long are games results stored on a device?**
Game results are stored for 8 days on a device, you will need to complete an online sync every 8 days.

Does a league have to have a Sin Bin rule to utilise Courtside?
Sin Bin is configurable by Competition and can be adjusted in the Competition setup.

Why does Courtside display Invalid CourtID/SetupID after I enter my correct Court ID and Setup ID?

If there are more than four days until the next scheduled game on the Court ID entered, then Courtside will display 'Invalid CourtID/SetupID. Please try again!' It will not accept your Court ID and Setup ID. If it is more than four days from competition, utilise the test database CourtID and SetupID to test your device successfully.
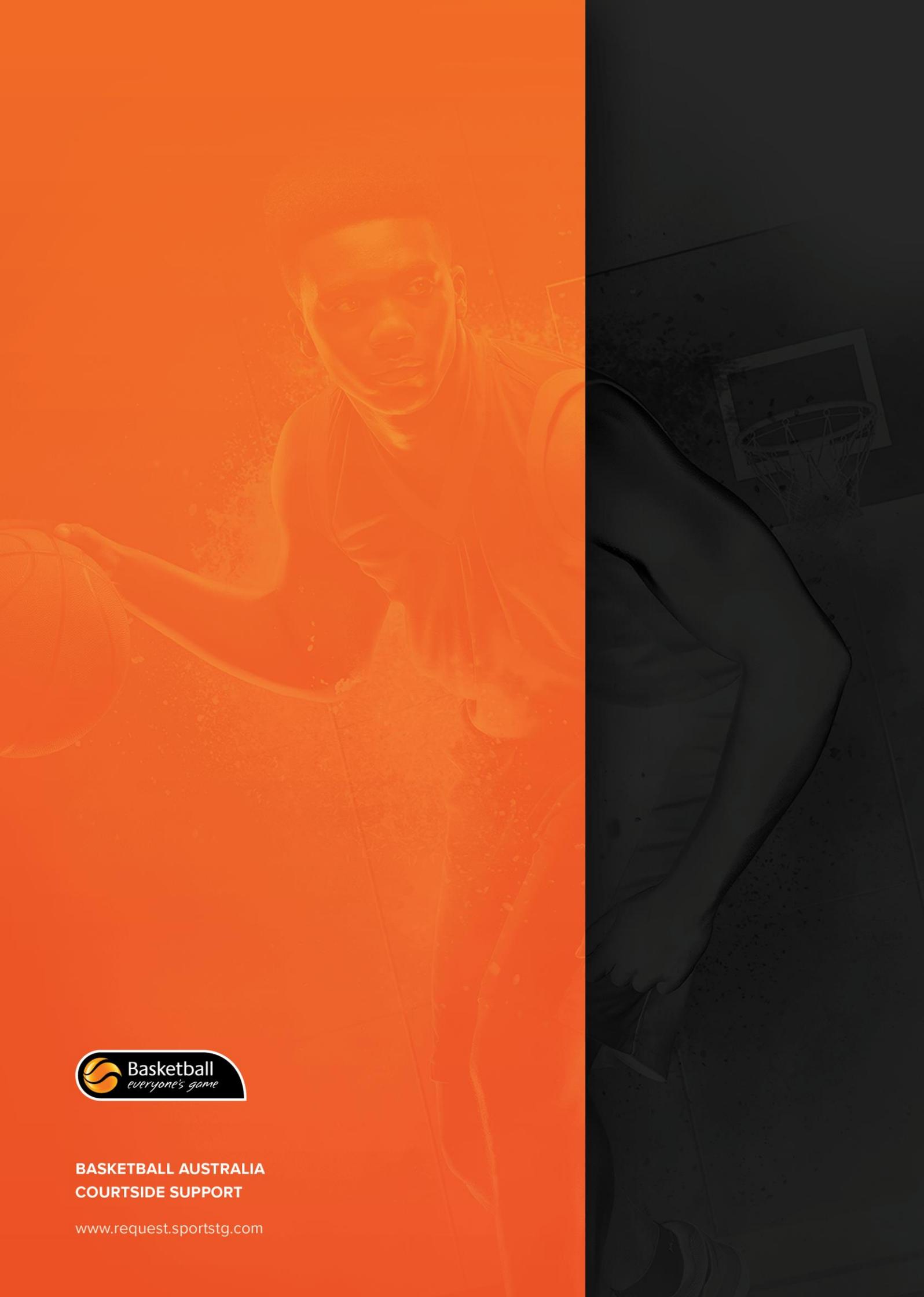
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